

## UT System Campus Change Workshop: Spring Meeting

March 23, 2021; 9:00-11:00 AM EST

### Student Success & Student Services Break-out Room Notes

#### Thinking of your specific role on campus, what are the greatest barriers for campus change students? How can we address those challenges?

- May not be as simple as changing course numbers; courses not transferring is an issue at all the campuses. Another hurdle is not knowing what has been evaluated in the past when evaluating courses.
- From Financial Aid, there are set timelines/regulations (FAFSA/institutional scholarships cannot transfer), and students don't know what they don't know. Communication with students from both ends (original and new institutions) would be key. If advisors could recommend that students come meet with FA or visit One Stop, it would be helpful. Another website might work, though there are already so many.
  - UT Promise deadlines, state programs deadlines, others set by state
  - Priority deadlines, fee payment deadlines, admissions/scholarship deadlines are set by each institution
  - FAFSA doesn't technically have an end date
- One of the biggest hurdles is fall to spring transfers completing wrong FAFSA, not knowing what paperwork will be needed, not understanding SAP/course completion rate's effect on FA (even though it may not have impacted admission). Policies on accepting these vary from institution to institution
- It is discouraging that some of us experienced the exact same frustrations in the early 90's transferring within the system as the students that shared today
- If faculty isn't on board with accepting credits/transfer pathways, we can't do much

#### What areas need to be addressed specifically regarding UT Promise campus change students?

- Mentor hours and community service hours must be shared; ideally would be tracked the same way/format/system

#### What are the distinct services that each campus offers to help campus change students?

- Transfer bootcamp: extended orientation experience. Community members, faculty, alumni (legacy tour); high/low ropes + skits; faculty mentors and peer mentors - planning 3 for summer 2021
- Course for new students: transfers don't often sign up, though (there is interest in requiring it, but may negatively impact FA; can receive FA if necessary and required for course of study; could be covered via PELL or other scholarships if it moves a student beyond 12 hours)

- Transfer advisory board: Students often don't want to identify as a "transfer" because they want to transition smoothly without being known specifically

#### **How are these services communicated to students?**

- Webpage, texting, email, phone calls, visits when we can to sending institutions
- Is it common for transfers to have not toured/visited? Hard to say for sure, but it does seem more common in transfers than first year students. Transfer orientation can be first visit for some.

#### **If you were a campus change student's parent, what would you want to know about the change to institution before your student transferred?**

- Time for degree: How long will it take my student to graduate? What transfers, what applies to the degree? Needs to be settled and then communicated clearly from System
- TESS in Banner is being used by UTM
- How much will it cost? A barrier is having to apply first and then finding out the finances after the fact
- What will remain online, what will post-Covid courses look like?

#### **Are there other concerns we need to address as a system with regard to student success and services that falls within the scope of this project?**

- None! :)

#### **What are people's thoughts on a common start date across the system?**

- Benefits:
  - For UT online, it's hard to schedule spring break (students deal with anyway with CC's)
  - Could be opportunity for programming/retreat collaborations
  - Collaboration when reaching out to other offices
  - Different dates can delay transcript creation
    - Do we all use Clearing House? Yes, within current system
    - Is there a discussion to change use of Clearing House?
- Drawbacks:
  - Could be affected by athletic calendars
  - UTM picks up a small sample every year of students that showed up to UTK and realized it was too big